

FOOD AND NUTRITION PROCEDURES

Miami-Dade County Public Schools

G14

Subject: **CUSTOMER SERVICE**

PURPOSE

The purpose of this procedure is to ensure excellent customer service is provided to students and adults at all school food service programs in the District.

PROCEDURE

CUSTOMER SERVICE

High standards of customer service by employees in school food service programs are required to offer a top-quality school meal program to our students. The students are our customers, and how they are served is often as important as what they are served. Food service employees must have a positive attitude to maintain a customer-friendly and professional work environment. Food service employees shall treat all customers and colleagues with courtesy and respect.

The food service manager/satellite assistant plays an integral role in instilling and reinforcing the concept of students as customers – modeling high standards of service and professionalism towards students, staff, parents, and other individuals. In addition to the “Tips for Providing Excellent Customer Service” noted below, food service managers/satellite assistants should also use the attached Customer Service Training Module ([English/Spanish](#)) to conduct in-service trainings with their food service staff. This training was previously provided as part of the Department of Food and Nutrition’s Summer Training Institute.

Tips for Providing Excellent Customer Service:

- A. Be on time, at your station and ready to serve at least 3 minutes before students get in line. Never let students enter an unattended serving line.
- B. Smile! Greet customers with a smile and address them by name.
- C. Dress in the uniform standard established by the food service manager/satellite assistant. All school food service staff are to be in the same uniform daily.
- D. Listen to customers.
- E. Ask students what choices they prefer and respect their choices.
- F. Keep the serving line stocked with choices. Keep it neat, clean, and free of debris or boxes throughout meal services.

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- G. Never use a harsh tone while speaking to students. Food service employees must not administer any form of discipline to students. Disciplinary issues should be brought to the attention of a school site administrator, teacher, or principal.
- H. Market the program to faculty, staff, and students. Announce daily menus, invite participation, and promote the meal services.

For Action By: Principals, Food Service Managers, Satellite Assistants and All Food Service Employees

Refer Questions to: Department of Food and Nutrition

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